

NETWORK MANAGER REPORT



NOVEMBER 2006

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

The end of November brings to a close the peak of the renewal season for many of our state partners. This has been a strong year for both new applications as well as applications which have been in production for several seasons. The focus for November was completing the busy license renewal season and preparing for the implementation of several new online applications scheduled to go live in December and January. Year to date, AI has released a total of 22 new applications to production, surpassing the goal for 2006 of 20 new services. AI currently has applications in production for 33 State agency partners.

Highlights during the month were:

- During the month of November, the hunting and fishing license application for Department of Conservation and Natural Resources issued close to 68,000 licenses through the point-of-sale and online applications. Online license purchases for November increased 39% from 2005 (from 6,566 transactions in 2005 to 9,137 transactions in 2006).
- The Alabama Board of Nursing online license renewal experienced an increase of over 13,198 users in the month of November. During the last RN renewal period (2004), 2,866 licensees renewed online during November. This year, 16,064 licensees renewed online in November.
- Over 70% of Physical Therapists and Physical Therapists Assistants renewed their licenses online this year. This was the first year online renewal was available.
- Home Builder online license renewals have doubled in three years, growing from just over 3,000 in 2004 to over 6,000 in 2006.
- The Alabama Board of Examiners in Speech Pathology and Audiology's online renewal form had over 500 new users in 2006 increasing from 96 in 2005 to over 600 in 2006.
- Almost 60% of Alabama's Engineers and Land Surveyors renewed their licenses online this year through the Alabama Board of Professional Engineers and Land Surveyor's online license renewal application. This is a 50% increase over last year.
- AI worked with ISD to update the Cyber Security web presence for Alabama. Several new PDF files were added to keep the site current.
- The site brochure mailed out to over 200 libraries throughout the state. Each mailing contained 25 brochures with a personalized letter to the head librarian requesting them to share the contents with their computer center visitors.

Marketing

AI mailed out the flyer for the Alabama Board of Nursing Group Online Verification application. The flyer was sent to all Alabama healthcare facilities employing nurses that are not currently utilizing the service. There are approximately 1700 facilities that AI is targeting. The mailer is encouraging the facilities to subscribe to the service to meet their verification requirements by December 31st. Phone call inquiries received from the mailing have been encouraging.

The marketing booklet continues to take shape. The format and content for the booklet have been established and are being grouped together to compliment each page. The concept of the booklet has slightly evolved by placing the primary focus of the information around the benefits, simplicity, and general process of how AI works with each partner. Within the booklet marketing initiatives and programs will remain to help increase the adoption of each application. In addition, the book will also include general information such as things to expect during pre and post development and an FAQ section.

Customer Service

With hunting season in full swing, AI assisted several point-of-sale field agents and users with technical questions to complete their license transactions. AI continually strives to streamline services for Alabama's constituents and is working closely with DCNR to help the department make some changes to the current license phone sales program.

In addition to hunting season, November is the final month for many state agencies' constituents to renew their professional licenses. AI's Customer Service team successfully assisted a large number of users with their online license renewals. As always, AI is able to utilize this opportunity to deliver the accurate and prompt customer service the company strives to maintain.

Development

During the month of November the development team released enhancements to the Speech Pathology and Audiology application in preparation for the upcoming renewal period. In addition, the team made tremendous progress in several applications to be deployed in December and January.

The AI Dev-Share team was created a year ago to give the development staff the opportunity to share innovative technologies in relation to how they can enhance current and future applications. These planning sessions occur once every other week for 30 minutes to an hour to discuss a current technical topic. In November, the AI Dev-Share team discussed the topics of Security and Encryption and reviewed the information gathered from attending NIC's annual Technology Conference. During the Technical Conference review, the team discussed the events and knowledge gathered at the conference. The majority of these discussions dealt with security and encryption. During the Security and Encryption meeting, the team discussed new additional techniques that will continue ensure that all AI applications are utilizing proper encryption and security techniques.

PROJECT REPORT

COMPLETED!

Completed in 2002

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|-------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| Alabama Board of Nursing | · Renewal of Registered Nursing License
· Reactivation of a Nursing License
· Reinstatement of a Nursing License |
| Alabama Department of Public Safety | · Electronic Access to Motor Vehicle Records |
| Alabama Real Estate Commission | · Renewal of Real Estate Licenses
· Broker/Agent Certification |
| Alabama Secretary of State | · Merchant Services |

Completed in 2003

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|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Alabama State Banking Dept. | · Renewal of Small-Loan and MiniCode License
· Renewal of Pawn Broker License
· Renewal of Mortgage License |
| Alabama State Bar | · Membership Renewal |
| Alabama Board of Chiropractic Examiners | · Renewal of License
· Licensee Verification |
| Alabama Department of Conservation and Natural Resources | · Online Hunting and Fishing Licenses
· Hunting and Fishing Licenses/Point-of-Sale
· Probate Court Point of Sale Hunting and Fishing Licenses
· Oak Mountain Bow Hunt Registration
· Outdoor Alabama Subscription |
| Alabama Department of Finance, Office of the CIO | · Alabama State Portal |
| Alabama Department of Insurance | · Merchant Services
· Merchant Services for Provider Renewals |
| Alabama Board of Nursing | · License verification and disciplinary status-Subscriber
· Name and Address Change
· LPN Renewal |
| Alabama Real Estate Commission | · Instructor License Renewal |
| Alabama Department of Revenue | · Sales, Use and Lodging Tax Filings
· Refund Status for Individual Income Tax |
| Alabama Secretary of State | · UCC (Uniform Commercial Code) Filings |

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
Alabama Department of Environmental Management	-“Smoke School” Registration -Smoke School Fall Registration Updates
Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates

Alabama Department of Public Health	-Children's Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

Completed for 2006

Agency	Application	Description	Status
Alabama Licensure Board for Interpreters and Translitterators	License Renewal	This service allows professionals to renew their licenses and permits online.	This application is complete and in production.
Alabama Department of Revenue	Tax Estimations	This service allows taxpayers to file their current year tax estimations.	This application is complete and in production.
Alabama Real Estate Commission	Simple Transfers	This service allows licensees to activate or deactivate their existing license with a real estate company.	This application is complete and in production.
Alabama Department of Mental Health and Mental Retardation	Case Manager Online Subscription Services	This interactive service allows case managers to complete training and certification via the web.	This application is complete and in production.
Alabama Board of Nursing	Pay Fee/Fine Application	This will be a service to allow Nurses to pay a fee/fine online	This application is complete and in production.
Alabama Department of Public Health	E.M.S. License Renewal	This service will allow E.M.S. professionals to renew their licenses online.	This application is complete and in production.
Alabama Home Builders Licensure Board	Expired individual license renewal	Allows individuals to renew expired licenses online.	This application is complete and in production.
Alabama Department of Revenue	Certificates of Good Standing	This application will allow for online access to certificates of good standing.	This application is complete and in production.

Farmers Market Authority	Shopping Cart	This will be a shopping cart Application.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Alligator Hunt	This application allows citizens to be put into a drawing for Alligator Hunting in Alabama.	This application is complete and in production
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is complete and in production.
Home Builders Licensure Board	Expired Inactive Licenses	This application will allow expired inactive home builders to apply online.	This application is complete and in production.
Home Medical Equipment Board	License Renewal	This will be an online license renewal application for sellers of home medical equipment.	This application is complete and in production.
Department of Education	Certification Payments	This will be an online payment service for fingerprinting and certification requests.	This application is complete and in production.
Alabama State Board of Public Accountancy	Firm Renewals	This will be an online renewal application for accounting firms	This application is complete and in production.
Alabama Board of Physical Therapy	License Renewals	This will be an online license renewal application for physical therapists	This application is complete and in production.
ISD	IT Strategic Planning Application	Application for IT Strategic Planning	This application is complete and in production.

Coastal Birdfest	Coastal Birdfest Merchant Services	This application is a merchant service for Coastal Birdfest	This application is complete and in production.
Alabama State Board of Chiropractic Examiners	Facility Renewal Application	This application allows facilities to renew its license online	This application is complete and in production.
Alabama Department of Revenue	IFTA Merchant Service	Merchant Service for IFTA payments	This application is complete and in production.
Marriage and Family Therapy Board	License Renewal	This will be an online license renewal application for therapists.	This application is complete and in production.
Alabama Heating and Air Conditioning Contractors Board	License Renewal	This service will allow heating and air conditioning contractors to renew their license online.	This application is complete and in production.

Updates in 2006

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2006	Updates to last year's online application. Allows users to select courses and find out automatically which course they will be in.	This application is complete and in production.
Alabama Department of Industrial Relations	Workers Compensation Application Updates	This is an update to a pre-existing application for DIR	This application is complete and in production.
Alabama Real Estate Commission	Certification Updates	This is an update to a pre-existing application for AREC.	This application is complete and in production.

Alabama Board of Chiropractic Examiners	Intranet Utility	Allows the Board to generate reports for renewals of facilities	This application is complete and in production.
Department of Public Health	Provider Facility Renewal Update	Update will allow for late fees to be charged to facilities renewing late.	This application is complete and in production.
Alabama Department of Revenue	Tax Extension	Redesign allows for corporations to file extensions	This application is complete and in production.
Alabama Department of Revenue	Tax export script updates	Scripting update for exporting to Drake.	This application is complete and in production.
Alabama Department of Finance	alabama.gov V.4	2006 version of alabama.gov	This application is complete and in production.
Alabama Real Estate Commission	Application Updates for 2006	These updates have been requested to reflect 2006 changes	This application is complete and in production.
Department of Conservation and Natural Resources	Becoming an Outdoor Woman updates	Updates to the BOW application for fall 2006.	This application is complete and in production.
Alabama Board of Registration for Foresters	Updates to renewal application for 2006	Updates to the Forester renewal application for the 2006 renewal period.	This application is complete and in production.
Alabama State Board of Chiropractic Examiners	Application Updates for 2006	These updates will allow payments via AMEX and eCheck	This application is complete and in production.

Real Estate Appraisers Board	2006 updates to renewal application	Updates for 2006 rules	This application is complete and in production.
Alabama Department of Revenue	Update for Estimations and Extensions failed payments	Update to email user when payment fails	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Outdoor Alabama Magazine update	Updates for vendors responsible for distribution of magazines	This application is complete and in production.
Alabama State Board of Public Accountancy	Updates for CPA app	Global dates; CPA registration	This application is complete and in production.
Alabama Board of Architects	License updates for 2006	Updates to existing Architect applications	This application is complete and in production.
Alabama State Banking Department	2006 Updates for License Renewals	Updates released in phases	This application is complete and in production.
Department of Mental Health and Mental Retardation	Update to Phase 1	Updates to existing Phase 1	This application is complete and in production.
Alabama Board of Pharmacy	Application Updates for 2006	These updates have been requested due to Board changes for 2006	This application is complete and in production.
Alabama Board of Nursing	Application Updates for 2006 (Renewals)	These updates are for the 2006 renewal season	This application is complete and in production.

Alabama State Bar	Update for fees in 2006	These updates are for fee increases	This application is complete and in production.
Examiners in Speech Pathology and Audiology	Updates for 2006	These updates are for 2006 renewal season	This application is complete and in production.
Home Builders Licensure Board	Updates for 2006	These updates are for 2006 renewal season	This application is complete and in production.
Alabama Real Estate Commission	Update for Simple Transfers	Update to the Simple Transfer application	This application is complete and in production.
Alabama Department of Public Health	Updates Facility Renewal CC additions	Update to allow credit card payments	This application is complete and in production.
Alabama Department of Public Health	Updates for online certificates for facility renewals	Update allowing users to print off certificates for facilities	This application is complete and in production.

IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is on hold by agency.	July 2005

Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is on hold by agency.	March 2006
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept echeck payments.	This application is in agency testing.	April 2006
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	This application is in testing.	April 2006
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	This application is in testing.	April 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in agency testing.	April 2006
Alabama Department of Revenue	Privilege, Shares, Extensions (PSE)	This application will allow citizens to pay for their business taxes online	This application is in agency testing.	July 2006
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in agency testing.	October 2006
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	This application is in agency testing.	September 2006

Department of Conservation and Natural Resources	Boat Registration for POS	POS for Boat Registration at Probates	This application is in agency testing.	January 2007
Alabama Board of Professional Engineers and Land Surveyors	Certificates of Authorization	This application will allow facilities to renew their licenses online	This application is in internal testing.	October 2006
Alabama Department of Conservation and Natural Resources	Update for Federal Duck Stamps	Update for Federal Duck Stamp (Phone)	This application is in development	November 2006
Alabama Board of Cosmetology	License Renewals	This application will allow Cosmetologists to renew their license online.	This application is in the pre-project planning phase.	November 2006

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for exams.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Agriculture and Industries	Pesticide Education Tracking	This application will allow for online education tracking	This application is on hold by the agency	August 2006
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005

Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	This application is in development.	July 2006
Alabama Board of Registration for Foresters	Initial Application	This application will allow new Foresters to apply for a license online	This application is in the pre-project planning phase	December 2006
Alabama Board of Nursing	Update for license verifications	Update for license verifications	This application is in development	December 2006
Alabama Department of Conservation and Natural Resources	Park Reservation System	Application to allow citizens to reserve camp sites	This application is in the pre-project planning phase	January 2007
Department of Conservation and Natural Resources	magazine subscription adding renewal and gift option to app	Allows citizens to pay for subscription, gifts, or licenses at same time	This application is in the prep-project planning phase	October 2006
Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	This application is in the pre-project planning phase	September 2006
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in the pre-project planning phase	December 2006
Alabama State Board of Veterinary Medical Examiners	License Renewal Application	Online application for license renewals	This application is in the pre-project planning phase	October 2007
Alabama Department of Public Health	Update to EMS individual renewals	Updates for 2007 Renewal year	This application is in the pre-project planning phase	January 2007
Alabama Department of Revenue	Update for FTP	Update to integrate with new FTP server	This application is in development	November 2006

SERVICE REQUESTS

Service Request #116

Alabama Board of Adjustment – Online Submission of Claims

Alabama Interactive requests and recommends that this service for the Alabama Board of Adjustment is added to the network as a charge service. The online claims submission application will be developed at no cost to the Board of Adjustment.

MONTH IN REVIEW

Total November AI Network Transactions	217,050
Average Successful Request per Day:	7,235
Total November alabama.gov Visitors:	188,361
Total November alabama.gov Page Views:	822,133
Total November alabama.gov Chats or Offline Messages from Live Help:	367

OPERATIONS & ADMINISTRATION

Alabama Interactive is continuing to follow-up with several proposals for new and innovative services. Some of the new services have been previously implemented in other states through our affiliates.

OTHER BUSINESS/IN CLOSING

In closing, November has been a busy month as many license renewal periods come to a close. With high volumes in online license renewals, also come many inbound phone calls with questions from constituents. The staff of Alabama Interactive dedicated their efforts to customer service and the successful completion of another license renewal period for several state agency partners. Several agencies continue to experience strong year over year adoption rates.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,

Winn McInnis